



Exams Policy

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Equality Impact			
Statement	<p>We welcome feedback on this document and the way it operates. We are interested to know of any possible or actual adverse impact that may affect any groups in respect of any of the Equality Act 2010 protected characteristics.</p> <p>The person responsible for equality impact assessment for this document is the Director of Equality and Diversity.</p>		
Screening	<p>This document has been screened by the Equality Team and the impact has been assessed as:</p> <p><input type="checkbox"/> Not applicable</p> <p><input type="checkbox"/> Low</p> <p><input type="checkbox"/> Medium</p> <p><input type="checkbox"/> High</p>		

1. Purpose

- 1.1. The New Bridge MAT is committed to ensuring that the exams management and administration process is run effectively and efficiently. This exam policy will ensure that:
 - 1.1.1. all aspects of the MAT's exam process are documented, supporting the exams contingency plan, and other relevant exams-related policies, procedures and plans are signposted to
 - 1.1.2. the workforce is well informed and supported
 - 1.1.3. all exams and assessments are conducted according to JCQ and awarding body regulations, guidance and instructions, thus maintaining the integrity and security of the examination/assessment system at all times

This policy is reviewed annually to ensure that ways of working in the centre are accurately reflected and that exams and assessments are conducted to current JCQ and awarding body regulations, instructions and guidance.

This policy will be communicated to all relevant centre staff through appropriate training and will be available to all staff on the MAT's Operation Manual and published on each school's website.

2. Scope

- 2.1 This policy applies to all staff across the New Bridge MAT.

3. Reason for Review

- 3.1. Annual review 2020/21.

4. Aim(s):

- 4.1. to ensure that all staff involved in the exams process clearly understand their roles and responsibilities
- 4.2. to ensure that exam candidates understand the exams process and what is expected of them

5. Procedures and practice

5.1. Roles and responsibilities overview

5.2. Head of centre

- 5.2.1. is accountable to the awarding bodies for ensuring that the centre is compliant with the published JCQ regulations and awarding body requirements in order to ensure the security and integrity of the examinations/assessments at all times.
- 5.2.2. understands the contents of, refers to and directs relevant centre staff to annually updated JCQ publications including:
 - 5.2.2.1.1. [General regulations for approved centres](#) (GR)
 - 5.2.2.1.2. [Instructions for conducting examinations](#) (ICE)
 - 5.2.2.1.3. [Access Arrangements and Reasonable Adjustments](#) (AA)
 - 5.2.2.1.4. [Suspected Malpractice - Policies and Procedures](#) (SMEA)
 - 5.2.2.1.5. [Instructions for conducting non-examination assessments](#) (NEA) and the instructions for conducting coursework
 - 5.2.2.1.6. [A guide to the special consideration process](#) (SC)

- 5.2.3. ensures the centre has appropriate accommodation to support the size of the

- cohorts being taught including appropriate accommodation for candidates requiring access arrangements for exams and assessments
- 5.2.4. takes responsibility for confirming, on an annual basis, that they are aware of and adhering to the latest version of the JCQ's regulations by responding to the head of centre's declaration which is managed as part of the National Centre Number Register (NCNR) annual update
 - 5.2.5. understands that this responsibility cannot be delegated to a member of the senior leadership team or the examinations officer, and acknowledges that failure to respond to the NCNR annual update, and/or the head of centre's declaration, will result in:
 - 5.2.5.1. the centre status being suspended
 - 5.2.5.2. the centre not being able to submit examination entries
 - 5.2.5.3. the centre not receiving or being able to access question papers
 - 5.2.6. retains a workforce of an appropriate size and competence, including sufficient managerial and other resource, to undertake the delivery of the qualification as required by an awarding body. This includes taking reasonable steps to ensure occupational competence where this is required for the assessment of specific qualifications
 - 5.2.7. provides fully qualified teachers to mark non-examination assessments, and/or fully qualified assessors for the verification of centre-assessed components
 - 5.2.8. enables the relevant senior leader(s), the examinations officer (EO) and the ALS lead/SENCo to receive appropriate training and support in order to facilitate the effective delivery of examinations and assessments within the centre, and ensure compliance with the published JCQ regulations
 - 5.2.9. appoints an ALS lead/SENCo who will determine appropriate arrangements for candidates with learning difficulties and disabilities
 - 5.2.10. has in place a written escalation process should the head of centre, or a member of the senior leadership team with oversight of examination administration, be absent
 - 5.2.11. has in place a member of the senior leadership team who will provide support and guidance to the examinations officer and ensure that the integrity and security of examinations and assessments is maintained throughout an examination series
 - 5.2.12. ensures centre staff undertake key tasks within the exams process and meet internal deadlines set by the EO
 - 5.2.13. ensures that a teacher, a tutor or a senior member of centre staff who teaches the subject being examined, is not an invigilator during an examination
 - 5.2.14. delivers qualifications, as required by the awarding body, in accordance with relevant equality legislation. This includes but is not limited to ensuring that qualifications are made available to all candidates capable of undertaking them and seeking reasonable adjustments for disabled candidates
 - 5.2.15. enables candidates to receive sufficient and up to date laboratory experience, or relevant training where required by the subject concerned
 - 5.2.16. complies with local health and safety rules which are in place and that the centre is adequately covered for public liability claims
 - 5.2.17. takes all reasonable steps to maintain the integrity of the examinations/assessments, including the security of all assessment materials, by ensuring:

- 5.2.17.1. the location of the centre's secure storage facility in a secure room solely assigned to examinations for the purpose of administering secure examination materials
- 5.2.17.2. appropriate arrangements are in place to ensure that confidential materials are only handed over to authorised members of centre staff
- 5.2.17.3. access to the secure room and secure storage facility is restricted to the authorised two to six keyholders (ensuring only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility as one of the two to six key holders)
- 5.2.17.4. the relevant awarding body is immediately informed if the security of question papers or confidential supporting instructions is put at risk
- 5.2.17.5. that arrangements are in place to check that the correct question paper packets are opened by authorised members of centre staff
- 5.2.18. makes arrangements to receive, check and store question papers and examination material safely and securely at all times and for as long as required in accordance with the current JCQ publication Instructions for conducting examinations
- 5.2.19. makes arrangements to receive and issue material received from the awarding bodies to staff and candidates, and notify them of any advice and instructions relevant to the examinations and assessments
- 5.2.20. allows candidates access to relevant pre-release materials on, or as soon as possible after, the date specified by the awarding bodies
- 5.2.21. obtains written approval from the relevant awarding body before permitting a third party to deliver any part of a qualification including assessments
- 5.2.22. through taking an ethical approach and working proactively to avoid malpractice among students and staff takes all reasonable steps to prevent the occurrence of any malpractice/maladministration before, during the course of and after examinations have taken place
- 5.2.23. ensures irregularities are investigated and informs the awarding bodies of any cases of alleged, suspected or actual incidents of malpractice or maladministration, involving a candidate or a member of staff, are reported to the awarding body immediately
- 5.2.24. ensures risks to the exam process are assessed and appropriate risk management processes and contingency plans are in place (that allow the head of centre to act immediately in the event of an emergency or staff absence)
- 5.2.25. ensures the exam contingency plan is communicated to all relevant centre staff through appropriate training and is available to all staff on the MAT's Operation Manual and published on each school's website
- 5.2.26. ensures required internal appeals procedures are in place and drawn to the attention of candidates and (where relevant) their parents/carers and published on each school's website
- 5.2.27. ensures the centre's equalities policy demonstrating the centre's compliance with relevant legislation is in place and details the processes followed in respect of identifying the need for, requesting and implementing access arrangements
- 5.2.28. ensures the MAT recognises its duties towards disabled candidates as defined under the terms of the Equality Act 2010, including a duty to explore and provide access to suitable courses, to submit applications for reasonable

- adjustments and make reasonable adjustments to the service the centre provides to disabled candidates.
- 5.2.29. ensures a *Complaints and Appeals procedure (exams)* covering general complaints regarding the centre's delivery or administration of a qualification is in place and that it is drawn to the attention of candidates and their parents/carers and published on each school's website
 - 5.2.30. ensures the centre has an *Access Arrangements policy* documenting the processes in place relating to access arrangements and reasonable adjustments and confirming the centre complies with its obligations in respect of identifying the need for, requesting and implementing access arrangements
 - 5.2.31. ensures the centre has a *Child Protection policy* in place, including Disclosure and Barring Service (DBS) clearance, which satisfies current legislative requirements and publishes this on each school's website
 - 5.2.32. ensures the centre has a *Data Protection policy* in place that complies with General Data Protection Regulation and Data Protection Act 2018 regulations and publishes this on each school's website
 - 5.2.33. ensures the centre has a written process in place to not only check the qualification(s) of their specialist assessor but also that the assessment process is administered correctly (see the *Access Arrangements policy*)
 - 5.2.34. ensures the *Access Arrangements policy* is available to all staff on the MAT's Operation Manual and published on each school's website
 - 5.2.35. ensures that only pupils and students on roll at the school are entered for qualifications through the centre; New Bridge MAT does not enter private candidates including members of staff
 - 5.2.36. ensures the relevant awarding bodies are informed of any declaration/conflict of interest where a candidate is being taught and prepared for a qualification which includes internally assessed components/units by a member of centre staff with a personal connection to the candidate
 - 5.2.37. Maintains records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected by the above where a member of exams office staff has a personal connection to a candidate being entered for exams and assessments at the centre or at another centre
 - 5.2.38. ensures other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials are briefed on the requirements for maintaining the integrity and confidentiality of the exam materials
 - 5.2.39. ensures members of centre staff do **not** forward e-mails and letters from awarding body or JCQ personnel without prior consent to third parties or upload such correspondence onto social media sites and applications
 - 5.2.40. ensures members of centre staff do not advise parents/candidates to contact awarding bodies/JCQ directly nor provide them with addresses/email addresses of awarding body examining/assessment or JCQ personnel
 - 5.2.41. co-operates with the JCQ Centre Inspection Service, an awarding body or a regulatory authority when subject to an inspection, an investigation or an unannounced visit, and takes all reasonable steps to comply with all requests for information or documentation made by an awarding body or regulatory authority as soon as is practical
 - 5.2.42. allows all venues used for examinations and assessments, paperwork and

- secure storage facilities to be open to inspection
- 5.2.43. understands the JCQ Centre Inspector will identify him/herself with a photo ID card and must be accompanied throughout his/her tour of the premises, including inspection of the centre's secure storage facility

5.3. Exams officer

- 5.3.1. understands the contents of annually updated JCQ publications including:
- 5.3.1.1. [*General regulations for approved centres*](#)
 - 5.3.1.2. [*Instructions for conducting examinations*](#)
 - 5.3.1.3. [*Suspected Malpractice - Policies and Procedures*](#)
 - 5.3.1.4. [*Post-results services*](#) (PRS)
 - 5.3.1.5. [*A guide to the special consideration process*](#) (SC)
- 5.3.2. completes/submits the National Centre Number Register annual update (administered on behalf of the JCQ member awarding bodies by OCR <https://ocr.org.uk/administration/ncn-annual-update/>) by the end of October each year
- 5.3.3. is familiar with the contents of annually updated information from awarding bodies on administrative procedures, key tasks, key dates and deadlines
- 5.3.4. ensures key tasks are undertaken and key dates and deadlines met
- 5.3.5. trains and deploys a team of internal invigilators; appoints lead invigilators as required and keeps a record of the content of training provided to invigilators for the required period
- 5.3.6. Works with the ALS lead/SENCo to ensure invigilators supervising access arrangement candidates and those acting as a facilitator supporting access arrangement candidates fully understand the respective role and what is and what is not permissible in the exam room
- 5.3.7. supports the head of centre in ensuring that awarding bodies are informed of any conflict of interest declared by members of centre staff and in maintaining records that confirm the measures taken/protocols in place to mitigate any potential risk to the integrity of the qualifications affected before the published deadline for entries
- 5.3.8. briefs other relevant centre staff where they may be involved in the receipt and dispatch of confidential exam materials on the requirements for maintaining the integrity and confidentiality of the exam materials

5.4. Senior leaders (SLT)

- 5.4.1. are familiar with the contents, refer to and direct relevant centre staff to annually updated JCQ publications including:
- 5.4.1.1. [*General regulations for approved centres*](#)
 - 5.4.1.2. [*Instructions for conducting examinations*](#)
 - 5.4.1.3. [*Access Arrangements and Reasonable Adjustments*](#)
 - 5.4.1.4. [*Suspected Malpractice - Policies and Procedures*](#)
 - 5.4.1.5. [*Instructions for conducting non-examination assessments*](#) (and the instructions for conducting coursework)
 - 5.4.1.6. [*A guide to the special consideration process*](#) (SC)

5.5. CEO Standards

- 5.5.1. is familiar with the contents, refers to and directs relevant centre staff to

annually updated JCQ publications including:

- 5.5.1.1. [Access Arrangements and Reasonable Adjustments](#)
 - 5.5.2. leads on the access arrangements and reasonable adjustments process (referred to in this policy as 'access arrangements')
 - 5.5.3. if not the qualified access arrangements assessor, works with the person appointed, on all matters relating to assessing candidates and ensures the correct procedures are followed
 - 5.5.4. presents when requested by a JCQ Centre Inspector, evidence of the assessor's qualification
- 5.6. Senior Leaders**
- 5.6.1. ensure teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and ALS lead/SENCo
 - 5.6.2. ensure teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
 - 5.6.3. ensure teaching staff attend relevant awarding body training and update events
- 5.7. Head of department (HoD)**
- 5.7.1. ensures teaching staff undertake key tasks, as detailed in this policy, within the exams process (exam cycle) and meet internal deadlines set by the EO and SLT
 - 5.7.2. ensures teaching staff keep themselves updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
 - 5.7.3. ensures teaching staff attend relevant awarding body training and update events
- 5.8. Teaching staff**
- 5.8.1. undertake key tasks as detailed in this policy within the exams process and meet internal deadlines set by the EO and SLT
 - 5.8.2. keep updated with awarding body subject and teacher-specific information to confirm effective delivery of qualifications
 - 5.8.3. attend relevant awarding body training and update event
- 5.9. Invigilators**
- 5.9.1. attend training, update, briefing and review sessions as required
 - 5.9.2. provide information as requested on their availability to invigilate
 - 5.9.3. sign a confidentiality and security agreement and confirm whether they have any current maladministration/malpractice sanctions applied to them
- 5.10. Reception staff**
- 5.10.1. support the EO in the receipt and dispatch of confidential exam materials and follow the requirements for maintaining the integrity and confidentiality of the exam materials
- 5.11. Site staff**
- 5.11.1. support the EO in relevant matters relating to exam rooms and resources

5.12. **Candidates**

5.12.1. Where applicable in this policy, the term 'candidates' refers to candidates and/or their parents/carers.

5.13. **The exam cycle**

5.13.1. The exams management and administration process that needs to be undertaken for each **exam series** is often referred to as the **exam cycle** and relevant tasks required within this grouped into the following stages:

- 5.13.1.1. planning
- 5.13.1.2. entries
- 5.13.1.3. pre-exams
- 5.13.1.4. exam time
- 5.13.1.5. results and post-results

5.13.2. This policy identifies roles and responsibilities of centre staff within this cycle.

5.14. **Planning: roles and responsibilities**

5.15. **Information sharing**

5.15.1. **Head of centre**

5.15.1.1. directs relevant centre staff to annually updated JCQ publications including [GR](#), [ICE](#), [AA](#), [SM](#) and [NEA](#) (and the instructions for conducting coursework) and [SC](#)

5.15.2. **Exams officer**

- 5.15.2.1. signposts relevant centre staff to JCQ publications and awarding body documentation relating to the exams process that has been updated
- 5.15.2.2. signposts relevant centre staff to JCQ information that should be provided to candidates
- 5.15.2.3. as the centre administrator, approves relevant access rights for centre staff to access awarding body secure extranet sites

5.16. **Information gathering**

5.16.1. **Exams officer**

- 5.16.1.1. undertakes an annual information gathering exercise in preparation for each new academic year to ensure data about all qualifications being delivered is up to date and correct
- 5.16.1.2. collates all information gathered into one central point of reference
- 5.16.1.3. researches awarding body guidance to identify administrative processes, key tasks, key dates and deadlines for all relevant qualifications
- 5.16.1.4. produces an annual exams plan of key tasks and key dates to ensure all external deadlines can be effectively met; informs key centre staff of internal deadlines
- 5.16.1.5. collects information on internal exams to enable preparation for and conduct of internal mock exams

5.16.2. **Senior Leaders**

- 5.16.2.1. respond (or ensure teaching staff respond) to requests from the EO on information gathering
- 5.16.2.2. meet the internal deadline for the return of information

- 5.16.2.3. inform the EO of any changes to information in a timely manner, minimising the risk of late or other penalty fees being incurred
- 5.16.2.4. note the internal deadlines in the annual exams plan and direct teaching staff to meet these

5.17. **Access arrangements**

5.17.1. **Head of centre**

- 5.17.1.1. ensures there is appropriate accommodation for candidates requiring access arrangements in the centre for all examinations and assessments
- 5.17.1.2. ensures a written process is in place to not only check the qualification(s) of the appointed assessor(s) but that the correct procedures are followed as per Chapter 7 of the JCQ publication *Access Arrangements and Reasonable Adjustments* (see *Access Arrangements policy*)
- 5.17.1.3. ensures the CEO Standards is fully supported in effectively implementing access arrangements and reasonable adjustments once approved

5.17.2. **CEO Standards**

- 5.17.2.1. assesses candidates (or works with the appropriately qualified assessor as appointed by the head of centre) to identify access arrangements requirements
- 5.17.2.2. gathers **evidence** to support the need for access arrangements for a candidate
- 5.17.2.3. liaises with teaching staff to gather evidence of a candidate's **normal way of working**
- 5.17.2.4. determines candidate eligibility for arrangements or adjustments that are centre-delegated
- 5.17.2.5. gathers signed **Personal data consent, Privacy Notice (AAO) and Data Protection confirmation forms** from candidates where required
- 5.17.2.6. directs the EO to apply for **approval** through *Access arrangements online* (AAO) via the Centre Admin Portal (CAP), where required or through the awarding body where qualifications sit outside the scope of AAO
- 5.17.2.7. keeps a file for each candidate for JCQ inspection purposes containing all the required documentation (if documentation is stored electronically, an e-folder must be created for each individual candidate. The candidate's e-folder must hold each of the required documents for inspection)
- 5.17.2.8. employs good practice in relation to the Equality Act 2010
- 5.17.2.9. liaises with the EO regarding exam time arrangements for access arrangement candidates
- 5.17.2.10. ensures staff appointed to facilitate access arrangements for candidates are appropriately trained and understand the rules of the particular arrangement(s) and keep a record of the content of training provided to facilitators for the required period
- 5.17.2.11. works with the EO to ensure invigilators and those acting as a facilitator fully understand the respective role and what is and what is not permissible in the exam room
- 5.17.2.12. provides and annually reviews a centre policy on the **use of word processors** in exams and assessments to ensure it reflects a

candidate's normal way of working

5.17.2.13. ensures the MAT's *Word processor policy (exams)* is available to candidates by placing it on each school's website and providing copies upon request

5.17.2.14. ensures criteria for candidates granted **separate invigilation within the centre** is clear, meets JCQ regulations and best meets the needs of individual candidates and remaining candidates in main exam rooms as detailed in the *Access arrangements policy*

5.17.3. Senior Leaders, Head of department, Teaching staff

5.17.3.1. support the CEO Standards in determining and implementing appropriate access arrangements

5.17.3.2. ensure the MAT's *Word Processor (exams) policy* is followed when awarding and allocating word processors for exams

5.18. Internal assessment and endorsements

5.18.1. Head of centre

5.18.1.1. ensures arrangements are in place to co-ordinate and standardise all marking of centre- assessed components and ensures that candidates' centre-assessed work is produced, authenticated and marked, or assessed and quality assured in accordance with the awarding bodies' instructions (including where relevant, private candidates)

5.18.1.2. ensures that teaching staff, in accordance with awarding bodies' instructions, return all subject-specific forms by the required date

5.18.1.3. provides fully qualified teachers to mark non-examination assessments

5.18.1.4. ensures an **internal appeals procedure** relating to internal assessment decisions is in place for a candidate (or parent/carer) to appeal against and request a review of the centre's marking (see Roles and responsibilities overview)

5.18.1.5. ensures a **Non-examination assessment policy** is in place for GCSE qualifications which include components of non-examination assessment and is available to all staff on the MAT's Operation Manual and is published on each school's website

5.18.1.6. ensures any irregularities relating to the production of work by candidates are investigated and dealt with internally if discovered prior to a candidate signing the authentication statement (where required) or reported to the awarding body if a candidate has signed the authentication statement

5.18.2. Senior leaders

5.18.2.1. ensure teaching staff have the necessary and appropriate knowledge, understanding, skills and training to set tasks, conduct task taking and to assess, mark and authenticate candidates' work

5.18.2.2. ensure appropriate internal moderation, standardisation and verification processes are in place

5.18.2.3. ensure teaching staff delivering AQA Applied General qualifications, OCR Cambridge Nationals, Entry Level Certificate or Project qualifications (and CCEA GCE unitised AS and A-level qualifications WJEC GCE legacy AS and A-level Health & Social Care) follow JCQ

[Instructions for conducting coursework](#) and the specification provided by the awarding body

- 5.18.2.4. ensure teaching staff delivering GCSE specifications (which include components of non-examination assessment) follow JCQ [Instructions for conducting non-examination assessments](#) and the specification provided by the awarding body
- 5.18.2.5. for other qualifications, ensure teaching staff follow appropriate instructions issued by the awarding body
- 5.18.2.6. ensure teaching staff inform candidates of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

5.18.3. Teaching staff

- 5.18.3.1. ensure appropriate instructions for conducting internal assessment are followed
- 5.18.3.2. ensure candidates are aware of JCQ and awarding body information for candidates on producing work that is internally assessed (coursework, non-examination assessments, social media) prior to assessments taking place
- 5.18.3.3. ensure candidates are informed of their centre assessed marks as a candidate may request a review of the centre's marking before marks are submitted to the awarding body

5.18.4. Exams officer

- 5.18.4.1. identifies relevant key dates and administrative processes that need to be followed in relation to internal assessment
- 5.18.4.2. signposts teaching staff to relevant JCQ [Information for candidates documents](#) that are annually updated

5.19. Invigilation

5.19.1. Head of centre

- 5.19.1.1. ensures relevant support is provided to the EO in recruiting, training and deploying a team of invigilators
- 5.19.1.2. ensures, if contracting supply staff to act as invigilators or to facilitate an access arrangement, that such persons are competent and fully trained, understanding what is and what is not permissible (and not taking on its own an assurance from a recruitment agency, that this is the case)
- 5.19.1.3. determines if additional invigilators will be deployed in timed Art exams in addition to the subject teacher to ensure the supervision of candidates is maintained at all times

5.19.2. Exams officer

- 5.19.2.1. recruits additional invigilators where required to effectively cover all exam periods/series throughout the academic year
- 5.19.2.2. collects information on new recruits to identify if they have invigilated previously and if any current maladministration/malpractice sanctions are applied to them

- 5.19.2.3. provides a training event for new invigilators on the instructions for conducting exams and an annual update event for the existing invigilation team so that they are aware of any changes in a new academic year before they are allocated to invigilate an exam
- 5.19.2.4. ensures invigilators supervising access arrangement candidates understand their role (and the role of a facilitator who may be supporting a candidate) and the rules and regulations of the access arrangement(s)
- 5.19.2.5. ensures invigilators are briefed on the access arrangement candidates in their exam room and made aware of the access arrangement(s) awarded (ensuring these candidates are identified on the seating plan) and confirms invigilators understand what is and what is not permissible
- 5.19.2.6. collects evaluation of training to inform future events

5.20. Entries: roles and responsibilities

5.21. Estimated entries

5.21.1. Exams officer

- 5.21.1.1. requests estimated or early entry information, where this may be required by awarding bodies, by email from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- 5.21.1.2. Submits estimated entries where required through awarding body secure extranet site
- 5.21.1.3. makes candidates aware of the JQC *Information for candidates – Privacy Notice* at the start of a vocational qualification or when entries are being processed for a general qualification

5.21.2. Senior leaders

- 5.21.2.1. provide entry information requested by the EO to the internal deadline
- 5.21.2.2. inform the EO immediately of any subsequent changes to entry information

5.22. Final entries

5.22.1. Exams officer

- 5.22.1.1. requests final entry information by email from HoDs in a timely manner to ensure awarding body external deadlines for submission can be met
- 5.22.1.2. informs HoDs of subsequent deadlines for making changes to final entry information without charge
- 5.22.1.3. confirms with HoDs by email final entry information that has been submitted to awarding bodies
- 5.22.1.4. ensures as far as possible that entry processes minimise the risk of entries or registrations being missed, reducing the potential for late or other penalty fees being charged by awarding bodies
- 5.22.1.5. Observes each awarding body's terms and conditions for the entry and withdrawal of candidates for their examinations and assessments

5.22.2. Senior leaders

- 5.22.2.1. provide information requested by the EO to the internal deadline
- 5.22.2.2. inform the EO immediately, or at the very least prior to the deadlines, of any subsequent changes to final entry information including

- 5.22.2.2.1. changes to candidate personal details
- 5.22.2.2.2. amendments to existing entries
- 5.22.2.2.3. withdrawals of existing entries
- 5.22.2.3. check final entry submission information provided by the EO and confirm information is correct

5.23. Entry fees

- 5.23.1. Entry fees and other associated exam costs are charged to the exams budget
- 5.23.2. the EO confirms invoices are correct and authorises them before they are paid by the finance department

5.24. Exams officer

- 5.24.1. has clear entry procedures in place to minimise the risk of late entries
- 5.24.2. informs SLT of any late or other penalty fees to determine whether they should be charged to departmental budgets

5.25. Senior leaders

- 5.25.1. minimise the risk of late entries by
 - 5.25.1.1. following procedures identified by the EO in relation to making final entries on time
 - 5.25.1.2. meeting internal deadlines identified by the EO for making final entries

5.26. Re-sit entries

- 5.26.1. Re-sit entries are made at the request of Heads of Department where required following discussion with SLT
- 5.26.2. Re-sit entries are made following the centre's usual entry procedures and are charged to the exams budget

5.27. Private candidates

- 5.27.1. Following agreement by SLT, New Bridge MAT does not enter any private candidates, including member of staff

5.28. Candidate statements of entry

5.28.1. Exams officer

- 5.28.1.1. provides candidates with statements of entry for checking

5.28.2. Teaching staff

- 5.28.2.1. ensure candidates check statements of entry and return any relevant confirmation required to the EO

5.28.3. Candidates

- 5.28.3.1. confirm entry information is correct or notify the EO of any discrepancies

5.29. Pre-exams: roles and responsibilities

5.29.1. Access arrangements

5.29.2. CEO Standards

- 5.29.2.1. ensures appropriate arrangements, adjustments and adaptations are in place to facilitate access to exams/assessments for candidates where

- they are disabled within the meaning of the Equality Act (unless a temporary emergency arrangement is required at the time of an exam)
- 5.29.2.2. ensures a candidate is involved in any decisions about arrangements, adjustments and /or adaptations that may be put in place for him/her
- 5.29.2.3. ensures exam information (JCQ information for candidates information, individual exam timetable etc.) is adapted where this may be required for a disabled candidate to access it
- 5.29.2.4. allocates appropriately trained centre staff to facilitate access arrangements for candidates in exams and assessments (ensuring that the facilitator appointed meets JCQ requirements and fully understands the rule of the particular access arrangement)
- 5.29.2.5. where relevant, ensures the necessary and appropriate steps are undertaken to gather an appropriate picture of need and demonstrate normal way of working for a private candidate (including distance learners and home educated candidates) and that the candidate is assessed by the centre's appointed assessor

5.30. **Briefing candidates**

5.30.1. **Exams officer**

- 5.30.1.1. issues individual exam timetable information to candidates and informs candidates of any contingency day awarding bodies may identify in the event of national or significant local disruption to exams
- 5.30.1.2. issues relevant JCQ information for candidates documents prior to exams
- 5.30.1.3. where relevant, issues relevant awarding body information to candidates
- 5.30.1.4. issues centre exam information to candidates including information on:
 - 5.30.1.4.1. exam timetable clashes
 - 5.30.1.4.2. arriving late for an exam
 - 5.30.1.4.3. absence or illness during exams
 - 5.30.1.4.4. what equipment is/is not provided by the centre
 - 5.30.1.4.5. food and drink in exam rooms
 - 5.30.1.4.6. wrist watches in exam rooms
 - 5.30.1.4.7. when and how results will be issued and the staff that will be available
 - 5.30.1.4.8. the post-results services and how the centre deals with requests from candidates
 - 5.30.1.4.9. when and how certificates will be issued

5.31. **Access to scripts (ATS), reviews of results (RoR) and appeals procedures**

- 5.31.1. before they sit any examinations, candidates are made aware by the EO of:
 - 5.31.1.1. when, where and with whom they will have the opportunity to discuss their results
 - 5.31.1.2. the post-results services that will be made available to them by awarding bodies
 - 5.31.1.3. how they request a service
 - 5.31.1.4. the deadlines that have to be met
 - 5.31.1.5. any fees that may be charged
 - 5.31.1.6. how they are informed of the outcome of their request

5.31.1.7. the internal appeals procedure to manage disputes when a candidate disagrees with a centre decision not to support a review of results or an appeal

5.32. Dispatch of exam scripts

5.32.1. Exams officer

5.32.1.1. identifies and confirms arrangements for the dispatch of candidate exam scripts with the DfE 'yellow label service' or the awarding body where qualifications sit outside the scope of the service

5.33. Estimated grades

5.33.1. Senior leaders

5.33.1.1. ensure teaching staff provide estimated grade information to the EO by the internal deadline (where this is still required by the awarding body)

5.33.2. Exams officer

5.33.2.1. submits estimated grade information to awarding bodies to meet the external deadline (where this is still required by the awarding body)

5.33.2.2. keeps a record to track what has been sent

5.34. Internal assessment and endorsements

5.34.1. Head of centre

5.34.1.1. ensures procedures are in place for candidates to appeal internal assessment decisions and make requests for reviews of marking

5.34.2. CEO Standards

5.34.2.1. liaises with teaching staff to implement appropriate access arrangements for candidates undertaking internal assessments and practical endorsements

5.34.3. Teaching staff

5.34.3.1. support the CEO Standards in implementing appropriate access arrangements for candidates undertaking internal assessments and practical endorsements

5.34.3.2. assess and authenticate candidates' work

5.34.3.3. assess endorsed components

5.34.3.4. ensure candidates are informed of centre assessed marks prior to marks being submitted to awarding bodies

5.34.4. Senior leaders

5.34.4.1. ensure teaching staff provide marks for internally assessed components and grades for endorsements of qualifications to the EO to the internal deadline

5.34.4.2. ensure teaching staff assess and authenticate candidates' work to the awarding body requirements

5.34.4.3. ensure teaching staff assess endorsed components according to awarding body requirements

5.34.4.4. ensure teaching staff provide required samples of work for moderation

and sample recordings for monitoring to the EO to the internal deadline

5.34.5. Exams officer

- 5.34.5.1. submits marks, endorsement grades and samples to awarding bodies / moderators / monitors to meet the external deadline
- 5.34.5.2. keeps a record to track what has been sent
- 5.34.5.3. logs moderated samples returned to the centre
- 5.34.5.4. ensures teaching staff are aware of the requirements in terms of retention and subsequent disposal of candidates' work

5.35. Candidates

- 5.35.1. authenticate their work as required by the awarding body

5.36. Invigilation

5.36.1. Exams officer

- 5.36.1.1. provides an annually reviewed/updated invigilator handbook to invigilators, trains new invigilators on appointment and updates experienced invigilators annually on any regulation changes
- 5.36.1.2. deploys invigilators effectively to exam rooms throughout an exam series, including the provision of a roving invigilator where a candidate and invigilator (acting as a practical assistant, reader or scribe) are accommodated on a 1:1 basis to enter the room at regular intervals in order to observe the conducting of the exam, ensuring all relevant rules are being adhered to and supporting the practical assistant/reader and/or scribe in maintaining the integrity of the exam)
- 5.36.1.3. allocates invigilators to exam rooms (or where supervising candidates due to a timetable clash) according to the required ratios
- 5.36.1.4. liaises with the CEO Standards regarding the facilitation and invigilation of access arrangement candidates

5.36.2. CEO Standards

- 5.36.2.1. liaises with the EO regarding facilitation and invigilation of access arrangement candidate

5.36.3. Invigilators

- 5.36.3.1. provide information as requested on their availability to invigilate throughout an exam series

5.37. JCQ Centre Inspections

5.37.1. Exams officer or Senior leader

- 5.37.1.1. accompanies the JCQ Inspector throughout the course of his or her centre visit, including inspection of the centre's secure storage facility

5.37.2. CEO Standards or Senior leader

- 5.37.2.1. will meet with the inspector when requested to provide documentary evidence regarding access arrangement candidates and address any questions, the inspector may raise
- 5.37.2.2. ensures that information is readily available for inspection at the venue where the candidate is taking the exam(s)

5.38. Seating and identifying candidates in exam rooms

5.38.1. Exams officer

5.38.1.1. ensures a procedure is in place to verify candidate identity as detailed below

5.38.1.2. Verifying candidate identity procedure

5.38.1.2.1. ensures all centre candidates are pupils and students of the New Bridge Multi Academy Trust and are well known to the EO and centre staff before the examination series begins

5.38.1.2.2. ensures that no private candidates are entered

5.38.1.2.3. ensures a member of SLT is present at the start of an examination to confirm the identity of the candidates

5.38.1.2.4. ensures invigilators are aware of the procedure

5.38.1.2.5. provides seating plans for exam rooms according to JCQ and awarding body requirements (and ensures candidates with access arrangements are identified on the seating plan and invigilators are informed of those candidates with access arrangements and made aware of the access arrangement(s) awarded)

5.38.2. Invigilators

5.38.2.1.1. follow the procedure for verifying candidate identity provided by the EO

5.38.2.1.2. seat candidates in exam rooms as instructed by the EO, following the seating plan

5.39. Security of exam materials

5.39.1. Exams officer

5.39.1.1. confirms appropriate arrangements are in place to ensure that confidential materials are only handed over to those authorised by the head of centre

5.39.1.2. ensures only persons authorised by the head of centre and the exams officer are allowed access to the centre's secure storage facility as one of the two to six key holders

5.39.1.3. has a process in place to demonstrate the receipt, secure movement and secure storage of confidential exam materials within the centre

5.39.1.4. ensures a log is kept at the initial point of delivery recording confidential materials received and signed for by authorised staff within the centre and that appropriate arrangements are in place for confidential materials to be immediately transferred to the secure storage facility until they can be removed from the dispatch packaging and checked in the secure room before being returned to the secure storage facility in timetable order

5.39.1.5. ensures the secure storage facility contains only current and live confidential material (ensuring that past examination question papers, internal tests and mock examinations are not kept in the centre's secure storage facility)

5.39.1.6. ensures that examination stationery, e.g. answer booklets and formula booklets are stored in the secure room (attempting to store this material in the secure storage facility, when sufficient space allows)

5.39.1.7. ensures the integrity and security of any electronic question paper is

maintained during the downloading, printing and collating process (ensuring printing is carried out in an area that can be controlled to prevent unauthorised personnel accessing live assessment materials and ensuring only authorised members of centre staff have access to electronic question papers)

5.39.2. Reception staff

5.39.2.1. follow the process to log confidential materials delivered to/received by the centre to the point materials are issued to authorised staff for transferral to the secure storage facility

5.39.3. Teaching staff

5.39.3.1. adhere to the process to record the secure movement of confidential materials taken from or returned to secure storage throughout the time the material is confidential

5.40. Timetabling and rooming

5.40.1. Exams officer

- 5.40.1.1. produces a master centre exam timetable for each exam series
- 5.40.1.2. identifies and resolves candidate exam timetable clashes according to the regulations (only applying overnight supervision arrangements in rare and exceptional circumstances and as a last resort, once all other options have been exhausted and according to the centre's policy)
- 5.40.1.3. identifies exam rooms and specialist equipment requirements
- 5.40.1.4. allocates invigilators to exam rooms (or where supervising candidates due to an exam timetable clash) according to required ratios
- 5.40.1.5. liaises with site staff to ensure exam rooms are set up according to JCQ and awarding body requirements
- 5.40.1.6. liaises with the CEO Standards regarding rooming of access arrangement candidates

5.40.2. CEO Standards

- 5.40.2.1. liaises with the EO regarding accommodation of access arrangement candidates
- 5.40.2.2. liaises with other relevant centre staff to ensure appropriate arrangements, adjustments and adaptations are in place to facilitate access for disabled candidates to exams

5.40.3. Site staff

5.40.3.1. liaise with the EO to ensure exam rooms are set up according to JCQ and awarding body requirements

5.41. Alternative site arrangements

5.41.1. Exams officer

- 5.41.1.1. ensures question papers will only be taken to an alternative site where the published criteria for an alternative site arrangement has been met
- 5.41.1.2. will inform the JCQ Centre Inspection Service to timescale by submitting a JCQ *Alternative Site arrangement* notification through CAP (or through

the awarding body where a qualification may sit outside the scope of CAP) of any alternative sites that will be used to conduct timetabled examination components of the qualifications listed in the JCQ regulations

5.42. Centre consortium arrangements

5.42.1. Exams officer

5.42.1.1. processes applications for *Centre Consortium arrangements* through CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

5.42.2. Senior leaders

5.42.2.1. inform the EO of any joint teaching arrangements in place and where the centre is acting as the consortium co-ordinator

5.43. Transferred candidate arrangements

5.43.1. Exams officer

5.43.1.1. liaises with the host or entering centre, as required

5.43.1.2. processes requests for *Transferred Candidate arrangements* through CAP to the awarding body deadline (or through the awarding body where a qualification may sit outside the scope of CAP)

5.43.1.3. where relevant (for an internal candidate), informs the candidate of the arrangements that have been made for their transferred candidate arrangements

5.44. Internal exams

5.44.1. Exams officer

5.44.1.1. prepares for the conduct of internal exams under external conditions

5.44.1.2. provides a centre exam timetable of subjects and rooms

5.44.1.3. provides seating plans for exam rooms

5.44.1.4. requests internal exam papers from teaching staff

5.44.1.5. arranges invigilation

5.44.2. CEO Standards

5.44.2.1. liaises with teaching staff to make appropriate arrangements for access arrangement candidates

5.44.3. Teaching staff

5.44.3.1. provide exam papers and materials to the EO

5.44.3.2. support the CEO Standards in making appropriate arrangements for access arrangement candidates

5.45. Exam time: roles and responsibilities

5.46. Access arrangements

5.46.1. Exams officer

5.46.1.1. provides cover sheets for access arrangement candidates' scripts where required for particular arrangements

5.46.1.2. has a process in place to deal with emergency access arrangements as they arise at the time of exams

5.46.1.2.1. applies for approval through AAO where required or through the awarding body where qualifications sit outside the scope of AAO

5.47. Candidate absence

5.47.1. Exams officer

- 5.47.1.1. arranges for a phonecall home to be made by reception staff if a candidate is not present at the registration session before the exam to establish the candidate's whereabouts
- 5.47.1.2. ensures that the attendance register is completed once the candidates are seated and the exam has begun and checks that any candidates identified as absent have been contacted by reception staff
- 5.47.1.3. considers a candidate as late if they arrive within one hour of the published starting time of an exam which lasts for one hour or longer
- 5.47.1.4. considers a candidate as very late if they arrive more than one hour after the published starting time for an exam which lasts for one hour or longer
- 5.47.1.5. ensures that the script for a candidate arriving very late is sent to the awarding body/examiner in the normal way;
- 5.47.1.6. completes form JCQ/VLA-Report on candidate admitted very late to exam room within seven days of the exam having taken place.
- 5.47.1.7. warns the candidate arriving very late that the awarding body may not accept their work
- 5.47.1.8. ensures invigilators are made aware of the absence and late arrival procedures in their training

5.47.2. Invigilators

- 5.47.2.1. are informed of the process for dealing with absent candidates through training
- 5.47.2.2. ensure that confirmed absent candidates are clearly marked as such on the attendance register and seating plan

5.48. Candidate behaviour

5.48.1. See *Irregularities* below

5.49. Candidate belongings

5.49.1. See *Unauthorised items* below

5.50. Candidate late arrival

5.50.1. Exams officer

- 5.50.1.1. ensures that candidates who arrive very late for an exam are reported to the awarding body by submitting a report on candidate admitted very late to examination room through CAP to timescale
- 5.50.1.2. warns candidates that their work may not be accepted by the awarding body ensures that reception staff notify the EO of the arrival at the centre of late and very late candidates
- 5.50.1.3. ensures that the late or very late candidate is spoken to by the EO or a member of SLT before they enter the exam room and receives clear instructions
- 5.50.1.4. ensures that the late or very late candidate is accompanied by the EO or

a member of SLT when they enter the exam room

- 5.50.1.5. ensures that a candidate who arrives after the start of the exam is allowed the full time for the exam and that adequate supervision arrangements are in place

5.50.2. Invigilators

- 5.50.2.1. are informed of the process for dealing with late and very late arrival candidates through training
- 5.50.2.2. ensure that relevant information is recorded on the exam room incident log

5.51. Conducting exams

5.51.1. Head of centre

- 5.51.1.1. ensures venues used for conducting exams meet the requirements of JCQ and awarding bodies

5.51.2. Exams officer

- 5.51.2.1. ensures exams are conducted according to JCQ and awarding body instructions
- 5.51.2.2. uses an *exam day checklist* to ensure each exam session is fully prepared for, unplanned events can be dealt with and associated follow-up is completed

5.52. Dispatch of exam scripts

5.52.1. Exams officer

- 5.52.1.1. dispatches scripts as instructed by JCQ and awarding bodies
- 5.52.1.2. keeps appropriate records to track dispatch

5.53. Exam papers and materials

5.53.1. Exams officer

- 5.53.1.1. organises exam question papers and associated confidential resources in date order in the secure storage facility
- 5.53.1.2. attaches erratum notices received to relevant exam question paper packets
- 5.53.1.3. collates attendance registers and examiner details in date order
- 5.53.1.4. regularly checks mail or email inbox for updates from awarding bodies
- 5.53.1.5. in order to avoid potential breaches of security, ensures care is taken to ensure the correct question paper packets are opened by ensuring a member of centre staff, additional to the person removing the papers from secure storage, e.g. an invigilator, checks the day, date, time, subject, unit/component and tier of entry, if appropriate, immediately before a question paper packet is opened
- 5.53.1.6. ensures this additional/second check is recorded
- 5.53.1.7. where allowed by the awarding body, only releases exam papers and materials to teaching departments for teaching and learning purposes after the published finishing time of the exam, or until any timetable clash candidates have completed the exam

5.54. **Exam rooms**

5.54.1. **Head of centre**

- 5.54.1.1. ensures that on the day of the exam, relevant internal tests, mock exams, revision or coaching sessions for candidates are not conducted in a room 'designated' as an exam room
- 5.54.1.2. ensures that when a room is 'designated' as an exam room it is not used for any purpose other than conducting external exams
- 5.54.1.3. ensures only approved centre staff (who have not taught the subject being examined) are present in exam rooms to perform permitted tasks
- 5.54.1.4. ensures candidates are aware that food is not permitted in exam rooms
- 5.54.1.5. ensures candidates are aware that water in a clear bottle with the label removed is available in the exam room
- 5.54.1.6. ensures the centre's policy on candidates leaving the exam room temporarily is clearly communicated to candidates

5.54.2. **Exams officer**

- 5.54.2.1. ensures exam rooms are set up and exams conducted as required in the regulations
- 5.54.2.2. provides invigilators with appropriate resources to effectively conduct exams
- 5.54.2.3. briefs invigilators on exams to be conducted on a session by session basis (including the arrangements in place for transferred candidates and access arrangement candidates)
- 5.54.2.4. ensures sole invigilators have an appropriate means of summoning assistance (if this is a mobile phone, instructs the invigilator that this must be on silent mode)
- 5.54.2.5. ensures invigilators understand they must be vigilant and remain aware of incidents or emerging situations, looking out for malpractice or candidates who may be in distress, recording any incidents or issues on the exam room incident log
- 5.54.2.6. ensures invigilators understand how to deal with candidates who may need to leave the exam room temporarily and how this should be recorded on the exam room incident log
- 5.54.2.7. provides authorised exam materials which candidates are not expected to provide themselves
- 5.54.2.8. ensures invigilators and candidates are aware of the emergency evacuation procedure
- 5.54.2.9. ensures invigilators are aware of arrangements in place for a candidate with a disability who may need assistance if an exam room is evacuated

5.54.3. **Senior leaders**

- 5.54.3.1. ensure a documented emergency evacuation procedure for exam rooms is in place having consulted the document <https://www.gov.uk/government/publications/bomb-threats-guidance/procedures-for-handling-bomb-threats>
- 5.54.3.2. ensure the emergency evacuation policy is available to all staff on the MAT's Operation Manual and a printed copy is placed in the exam room
- 5.54.3.3. ensure arrangements are in place for a candidate with a disability who

may need assistance if an exam room is evacuated

5.54.4. Site staff

- 5.54.4.1. ensure exam rooms are available and set up as requested by the EO
- 5.54.4.2. ensure grounds or centre maintenance work does not disturb exam candidates in exam rooms
- 5.54.4.3. ensure fire alarm testing does not take place during exam sessions

5.54.5. Invigilators

- 5.54.5.1. conduct exams in every exam room according to JCQ Instructions for conducting examinations and/or awarding body requirements and as instructed by the centre in training/update and briefing sessions

5.54.6. Candidates

- 5.54.6.1. Are required to follow the instructions given to them in exam rooms by authorised centre staff and invigilators
- 5.54.6.2. are required to remain in the exam room for the full duration of the exam

5.55. Irregularities

5.55.1. Head of centre

- 5.55.1.1. ensures (as required by an awarding body) any cases of alleged, suspected or actual incidents of malpractice or maladministration before, during or after examinations/assessments (by centre staff, candidates, invigilators) are investigated and reported to the awarding body **immediately**, by completing the appropriate documentation

5.55.2. Senior leaders

- 5.55.2.1. ensure support is provided for the EO and invigilators when dealing with disruptive candidates in exam rooms
- 5.55.2.2. ensure that internal disciplinary procedures relating to candidate behaviour are instigated, when appropriate

5.55.3. Exams officer

- 5.55.3.1. provides an exam room incident log in all exam rooms for recording any incidents or irregularities
- 5.55.3.2. actions any required follow-up and reports to awarding bodies as soon as practically possible after the exam has taken place

5.55.4. Invigilators

- 5.55.4.1. record any incidents or irregularities on the exam room incident log (for example, late/very late arrival, candidate or centre staff suspected malpractice, candidate illness or needing to leave the exam room temporarily, disruption or disturbance in the exam room, emergency evacuation)

5.56. Malpractice

- 5.56.1. See *Irregularities* above

5.57. **Special consideration**

5.57.1. **Senior leaders**

5.57.1.1. provide signed evidence to support applications for special consideration

5.57.2. **Exams officer**

5.57.2.1. processes eligible applications for special consideration to awarding bodies

5.57.2.2. gathers evidence which may need to be provided by other centre staff or candidates

5.57.2.3. submits requests to awarding bodies to the external deadline

5.57.3. **Candidates**

5.57.3.1. provide appropriate evidence to support special consideration applications, where required

5.58. **Unauthorised items**

5.58.1. **Arrangements for unauthorised items taken into the exam room**

5.58.1.1. any unauthorised items that have been taken into the exam room are placed out of reach of the candidates at the front of the room before the exam starts

5.58.1.2. candidates must not have access to items other than those stated in the instructions on the question paper, the stationery list or the specification for that subject

5.58.1.3. candidates are asked to place their watches on their desk in sight of the invigilator prior to the exam commencing

5.58.2. **Invigilators**

5.58.2.1. are informed of the arrangements through training

5.59. **Internal exams**

5.59.1. **Exams officer**

5.59.1.1. briefs invigilators on conducting internal exams

5.59.1.2. returns candidate scripts to teaching staff for marking

5.59.2. **Invigilators**

5.59.2.1. conduct internal exams as briefed by the EO

5.60. **Results and post-results: roles and responsibilities**

5.61. **Internal assessment**

5.61.1. **Senior leaders**

5.61.1.1. ensure teaching staff keep candidates' work, whether part of the moderation sample or not, secure and for the required period stated by JCQ and awarding bodies

5.61.1.2. ensure work is returned to candidates or disposed of according to the requirements

5.62. **Managing results day**

5.62.1. **Senior leaders**

5.62.1.1. identify centre staff who will be involved in the main Summer results day

and their role

5.62.1.2. ensure senior members of staff are accessible to candidates after the publication of results so that results may be discussed and decisions made on the submission of any requests for post-results services and ensure candidates are informed of the periods during which centre staff will be available so that they may plan accordingly

5.62.2. **Exams officer**

5.62.2.1. works with senior leaders to ensure procedures for managing the main Summer results day are in place

5.62.3. **Results day programme**

5.62.3.1. Senior members of centre staff must be accessible to candidates immediately after the publication of results so that results may be discussed and decisions made on the submission of enquiries. Candidates must be informed of the periods during which centre staff will be available so that they may plan accordingly

5.62.4. **Site staff**

5.62.4.1. ensure the centre is open and accessible to centre staff and candidates, as required for the collection of results

5.63. **Accessing results**

5.64. **Head of centre**

5.64.1. ensures results are kept entirely confidential and restricted to key members of staff until the official dates and times of release of results to candidates

5.64.2. understands that it is not permitted to withhold provisional results from candidates under any circumstances

5.65. **Exams officer**

5.65.1. informs candidates in advance of when and how results will be released to them for each exam series

5.65.2. accesses results from awarding bodies under restricted release of results, where this is provided by the awarding body

5.65.3. resolves any missing or incomplete results with awarding bodies

5.65.4. issues statements of results to candidates on issue of results date

5.65.5. provides summaries of results for relevant centre staff on issue of results date

5.66. **Post-results services**

5.66.1. **Head of centre**

5.66.1.1. ensures an **internal appeals procedure** is available where candidates disagree with any centre decision not to support a clerical check, a review of marking, a review of moderation or an appeal

5.66.1.2. ensures that senior members of centre staff are available immediately after the publication of results

5.66.1.3. understands that if the centre has concerns about one of its component/subject cohorts, then requests for reviews of marking should be submitted for all candidates believed to be affected (candidate

consent is required as marks and subject grades may be lowered, confirmed or raised)

5.66.2. Exams officer

- 5.66.2.1. provides information to candidates and staff on the services provided by awarding bodies and the fees charged (see also above *Briefing candidates* and *Access to scripts, reviews of results and appeals procedures*)
- 5.66.2.2. publishes internal deadlines for requesting the services to ensure the external deadlines can be effectively met
- 5.66.2.3. provides a process to record requests for services and collect candidate informed consent (**after** the publication of results) and fees where relevant
- 5.66.2.4. submits requests to awarding bodies to meet the external deadline for the particular service
- 5.66.2.5. tracks requests to conclusion and informs candidates and relevant centre staff of outcomes
- 5.66.2.6. updates centre results information, where applicable

5.66.3. Teaching staff

- 5.66.3.1. meet internal deadlines to request the services and gain relevant candidate informed consent
- 5.66.3.2. identify the budget to which fees should be charged

5.66.4. Candidates

- 5.66.4.1. meet internal deadlines to request the services
- 5.66.4.2. provide informed consent and fees, where relevant

5.67. Analysis of results

5.67.1. Exams officer

- 5.67.1.1. provides analysis of results to appropriate centre staff
- 5.67.1.2. provides results information to external organisations where required
- 5.67.1.3. undertakes the secondary school and college (Key Stage 4 and 16-18) performance tables *June and September checking exercise* where applicable

5.68. Certificates

- 5.68.1. Certificates are provided to the centre by awarding bodies after results have been confirmed.

5.69. Issue of certificates procedure

5.69.1. Exams officer

- 5.69.1.1. arranges for candidates who are no longer on roll at the centre to come and collect their certificates
- 5.69.1.2. provides the Head of Centre with copies of certificates to be presented to candidates still on roll in assembly and ensures the original certificates are added to the candidates' Record of Achievement files which are kept

securely at the centre until the candidate leaves

5.69.2. Candidates

5.69.2.1. may arrange for certificates to be collected on their behalf by providing the EO with written or email permission/authorisation; authorised persons must provide ID evidence on collection of certificates

5.70. Retention of certificates policy

5.70.1. Exams officer

5.70.1.1. ensures unclaimed certificates are kept securely for a period of 12 months from the date of issue and attempts to contact candidates to arrange collection

5.70.1.2. places unclaimed certificates in the centre's archives for a further period of four years and keeps a record of all certificates

5.70.1.3. arranges for the secure disposal of unclaimed certificates after a period of five years from date of issue

5.70.1.4. directs any queries concerning the secure disposal of unclaimed certificates to the awarding body that issued the certificates

5.71. Exams review: roles and responsibilities

5.71.1. Exams officer

5.71.1.1. provides the CEO Standards with an overview of the exam year highlighting what went well and what could be developed or improved in terms of exams management and administrative processes within the stages of the exam cycle

5.71.1.2. collects and evaluates feedback from staff, candidates and invigilators to inform an exams review

5.71.2. Senior leaders

5.71.2.1. work with the EO to produce a plan to action any required improvements identified in the review

5.72. Retention of records: roles and responsibilities

5.72.1. Exams officer

5.72.1.1. keeps records as required by JCQ and awarding bodies for the required period

5.72.1.2. keeps records as required by the centre's records management policy

5.72.1.3. archives exam records securely for a period of 7 years and maintains a record that identifies the information held, retention period and the method of disposal

6. Sources and references

- 6.1. [General regulations for approved centres](#) (GR)
- 6.2. [Instructions for conducting examinations](#) (ICE)
- 6.3. [Access Arrangements and Reasonable Adjustments](#) (AA)
- 6.4. [Suspected Malpractice - Policies and Procedures](#) (SM)
- 6.5. [Instructions for conducting non-examination assessments](#) (NEA)
- 6.6. [Post-results services](#) (PRS)

7. Other useful documents

- 7.1. Access Arrangements Policy
- 7.2. Disability Policy (exams)
- 7.3. Exam Contingency Plan
- 7.4. Non-examination Assessments Policy

8. Monitoring

This policy will be monitored through the MAT's Accountability Framework.